

Facilitator

In short:

You protect the protocol and keep time. You keep the meeting focused on the presenter's dilemma. If the meeting goes off track, redirect the group.

- Follow the protocol.
- Note the time and keep the process moving. Gently alert participants when time is running out on a given section.
- Keep the discussion and feedback focused on the presenter's goals.
- Do some mirroring: summarize and repeat key ideas or themes as they emerge. Help draw ideas out.
- Be supportive of the presenter and honor his or her dilemma as something real and difficult. If it were easy to fix, s/he would have fixed it already.